

Return Material Authorization Policy

- All product returns require a **Return Material Authorization (RMA)** number prior to returning.
- RMA's should be requested from **Price Engineering Returns Coordinator** for any return.
- Product must be returned to **Price Engineering** within **30 days** of the RMA issue date.
 - All material must be returned **freight prepaid** unless **Wrong or Incorrect Shipment**.
- **Debit Memos are not allowed & will be re-invoiced. Credit will be issued upon completion of return.**
 - **Price Engineering is not responsible for Consequential Damages for product failure.**

Returns For Credit:

- Request RMA's from Price Engineering Returns Coordinator.
- Please provide original Purchase Order number and Part Number
- Standard Restocking Charge is 20%, but may be higher subject to individual manufacturer's policies.
- RMA's must be requested within 6-months of original invoice date
- All material must be new and unused and returned in the original packaging.
- Credit will be issued against original Purchase Order upon return and inspection by Price Engineering, less restocking charges.

Exceptions:

- Special Order, Custom, Used, or Items Modified in any way is not returnable.
- Non-Stock items will be returned to the manufacturer and will be subject to Manufacturer's Terms. If Manufacturer deems product not returnable, the product will be returned to the Customer. Customer is responsible for all freight costs.
- Open Package Electronics and Motors are not returnable.
- Hose Assemblies are not returnable.
- **Wrong or Incorrect Shipments:** (By Price Engineering or Manufacturer)
 - All incorrect shipments must be reported within 30 days of invoice date.
 - Full Credit for material and freight cost will be issued upon return and inspection.
- **Damaged Freight**
 - All Damaged Freight claims must be made with Freight Carrier.
- **Consequential Damages:** Price Engineering is not responsible for damages or labor caused by product malfunction or misapplication.

Warranty Returns (Defects):

- Price Engineering passes on individual Product Manufacturer's warranties, which typically is 1-year from manufacture date. Warranty status may be obtained by contacting Price Engineering.
- Product will be returned to manufacturer for warranty evaluation except where Price is an Authorized Service Center for the product.
- If covered under warranty, the defective product will be repaired or replaced by the manufacturer based upon their policies. Credit cannot be issued for used repairable product.
- If the product is not covered under warranty, cost of repair and inspection charges will be advised to customer for approval.
- Debits by customer for labor charges will be billed back to customer.

Non-Warranty Cost to Repair Returns:

- Request RMA from Price Engineering Returns Coordinator.
- Product will be evaluated and cost of repair will be advised to Customer for approval.

Any deviations from this policy must be pre-approved by Price Engineering Management.